SUPPORT BROKER

Policies And Procedures

Support Broker Role

Independent Support Brokerage is a representative in arranging for, directory as the agent of the participic identifying immediate and long-termidentified supports and services.	ting and managing services that the ant or legal representative, the s	ney are they are self-directing. ervice is available to assist in
I/organization	Community-based Waivers. These	waivers include the Child and
No Conflict of Interest I understand that I/my organization the same participant.	will not be able to provide any ot	her waiver funded services to
Accepting Participants, Appell/organization	will accept part	
I/my organization accepts participant have a maximum caseload of no morapplications for Support Broker services	ts on the following waivers: e thanparticipants. In	the event that participant
It is respon Brokerage Services. In the event that participant may choose to appeal the writing stating reasons for reconsider participant will receive written notific	a participant is not accepted for Set decision withindays. The action. Within days of re	upport Brokerage Services the ppeal should be completed in
Availability, Office Hours, Collis is my responsibility to meet with the needs. Participants may contact m	the participant at times and locat	· · ·
My Office Hours:		
My Office Phone Number(s):		
Back-up Services		
You may contact	at phone number	in the event that I
am away from the office and you rec		
he away for an extended period of t	ime such as for vacations. As a Su	nnort Broker I will meet with

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each team that I am providing services to in order to ensure that required back-up plans are in place if I am unavailable or on vacation.

Grievance Policy As a Support Broker, it is my responsibility to meet wit directed services. I will ensure that any complaints or	·
the employees of the participant will be addressed in t	the following ways:
I will also contact the participant's case manager and a	pprise him/her of the situation.
If the participant needs to discuss their satisfaction referred to his/her case manager to work toward a grievance with me/my organization.	
Recruiting, Hiring, Firing and Training Emass a Support Broker I will provide assistance as requestiring of employees, reviewing timesheets, and training also assist the participant with negotiating an approparticipant's budget.	ted by the participant on recruiting, hiring and good prospective or current employees. I wil
As a Support Broker it is my responsibility to ensure employment laws including recruitment, hiring, and fire	
Other Modifications or additional Policies	s and Procedures:
Agreement with Policies By signing this form I understand and am bound by the policies as necessary. It is my responsibility to inform	
Support Broker Printed Name	Date
Signature	